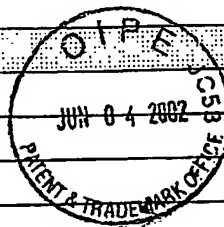


Docket #	ASPTP001	By:	CCC/swx	Date of this mailing:	May 14, 2002
App. #:	10/081,560	Filing Date:	Feb. 20, 2002	Art Group/Examiner	2161
Inv(s)	Michael Ely et al.				
Title:	METHOD AND APPARATUS FOR A BUSINESS CONTACT CENTER				

The following have been received in the U.S. Patent Office on the date stamped hereon:

Item	Description	# Pgs
1.	This return receipt postcard	
2.	Check of \$130.00 [Surcharge for oath or declaration]	1 page
3.	Transmittal Form dated May 14, 2002	1 page
4.	Fee Transmittal Form dated May 14, 2002	2 pages
5.	Notice to File Missing Parts Part 2	1 page
6.	Declaration and Power of Attorney [Executed-2 sets @ three pages/per]	6 pages



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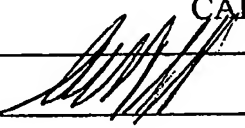
Approved for use through 10/31/2002. OMB 0851-0031

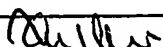
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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>	Application Number	10/081,560
	Filing Date	Feb 20, 2002
	First Named Inventor	Michael Ely
	Group Art Unit	2161
	Examiner Name	N/A
Total Number of Pages in This Submission	Attorney Docket Number	ASPTP001

ENCLOSURES (check all that apply)		
<input checked="" type="checkbox"/> Fee Transmittal Form <input checked="" type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input checked="" type="checkbox"/> Response to Missing Parts/ Incomplete Application <input checked="" type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers # (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition # <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input checked="" type="checkbox"/> Return Receipt Postcard	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): 1-One check of \$130.00 2- Executed Declaration and Power of Attorney 6 pages (2 sets @ 3pages/per)
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm or Individual name	CARY & KELLY, LLP	
Signature		Charles C. Cary Reg. #: 36,764
Date	May 14, 2002	

CERTIFICATE OF MAILING			
I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, DC 20231 on this date: May 14, 2002			
Typed or printed name	Susan W. Xu		
Signature		Date	May 14, 2002

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# FEE TRANSMITTAL for FY 2002

Patent fees are subject to annual revision.

TOTAL AMOUNT OF PAYMENT

(\$)

130

## Complete if Known

Application Number	10/081,560
Filing Date	Feb 20, 2002
First Named Inventor	Michael ELY
Examiner Name	N/A
Group Art Unit	2161
Attorney Docket No.	ASPTP001

## METHOD OF PAYMENT

1. ☒ The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:

Deposit Account Number: 50-1338  
Deposit Account Name: CARY & KELLY, LLP

- ☒ Charge Any Additional Fee Required Under 37 CFR 1.18 and 1.17  
☐ Applicant claims small entity status. See 37 CFR 1.27

2. ☒ Payment Enclosed:

☒ Check ☐ Credit card ☐ Money Order ☐ Other

## FEE CALCULATION

### 1. BASIC FILING FEE

Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description	Fee Paid
101 740	201 370	Utility filing fee	\$0
106 330	206 165	Design filing fee	\$0
107 510	207 255	Plant filing fee	
108 740	208 370	Reissue filing fee	
114 160	214 80	Provisional filing fee	

SUBTOTAL (1) (\$)

0

### 2. EXTRA CLAIM FEES

Total Claims: -20 = -20 X Fee from below: \$18 = \$0  
Independent Claims: -3 = -3 X Fee from below: \$84 = \$0  
Multiple Dependent: = \$0

Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description
103 18	203 9	Claims in excess of 20
102 84	202 42	Independent claims in excess of 3
104 280	204 140	Multiple dependent claim, if not paid
109 84	209 42	** Reissue independent claims over original patent
110 18	210 9	** Reissue claims in excess of 20 and over original patent

SUBTOTAL (2)

(\$)

0

\*or number previously paid, if greater; For Reissues, see above

## FEE CALCULATION (continued)

### 3. ADDITIONAL FEES

Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description	Fee Paid
105 130	205 65	Surcharge - late filing fee or oath	\$130
127 50	227 25	Surcharge - late provisional filing fee or cover sheet	\$0
139 130	139 130	Non-English specification	\$0
147 2,520	147 2,520	For filing a request for ex parte reexamination	\$0
112 920*	112 920*	Requesting publication of SIR prior to Examiner action	\$0
113 1,840*	113 1,840*	Requesting publication of SIR after Examiner action	\$0
115 110	215 55	Extension for reply within first month	\$0
116 400	216 200	Extension for reply within second month	\$0
117 920	217 460	Extension for reply within third month	\$0
118 1,440	218 720	Extension for reply within fourth month	\$0
128 1,960	228 980	Extension for reply within fifth month	\$0
119 320	219 160	Notice of Appeal	\$0
120 320	220 160	Filing a brief in support of an appeal	\$0
121 280	221 140	Request for oral hearing	\$0
138 1,510	138 1,510	Petition to institute a public use proceeding	\$0
140 110	240 55	Petition to revive - unavoidable	\$0
141 1,280	241 640	Petition to revive - unintentional	\$0
142 1,280	242 640	Utility issue fee (or reissue)	\$0
143 460	243 230	Design issue fee	\$0
144 620	244 310	Plant issue fee	\$0
122 130	122 130	Petitions to the Commissioner	\$0
123 50	123 50	Petitions related to provisional applications	\$0
126 180	126 180	Submission of Information Disclosure Stmt	\$0
581 40	581 40	Recording each patent assignment per property (times number of properties)	\$0
146 740	246 370	Filing a submission after final rejection (37 CFR § 1.129(a))	\$0
149 740	249 370	For each additional invention to be examined (37 CFR § 1.129(b))	\$0
179 740	279 370	Request for Continued Examination (RCE)	\$0
169 900	169 900	Request for expedited examination of a design application	\$0

Other fee (specify)

\* Reduced by Basic Filing Fee Paid

SUBTOTAL (3) (\$)

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## SUBMITTED BY

Name (Print/Type)

Charles C. Cary

Registration No.  
(Attorney/Agent)

36,764

## Complete (if applicable)

Telephone

(650) 316-4011

Signature

Date

May 14, 2002

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## UNITED STATES PATENT AND TRADEMARK OFFICE

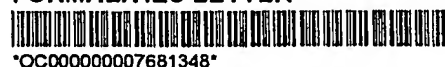
COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/081,560	02/20/2002	Michael Ely	ASPTP001

28436  
CARY & KELLY, LLP  
1875 CHARLESTON ROAD  
MOUNTAIN VIEW, CA 94043

CONFIRMATION NO. 1990

## FORMALITIES LETTER



\*OC000000007681348\*

Date Mailed: 03/20/2002

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice MUST be returned with the reply.*

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Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE